

Sandy Town Council

To: Cllrs N Aldis, T Cole, A M Hill (Chairman), W Jackson, C Osborne, M Pettitt, S Sutton
c.c. Cllrs J Ali, P Blaine, G Leach, M Scott, D Sharman, P Sharman J Sparrow

You are hereby summoned to attend a meeting of the Human Resources Committee of Sandy Town Council to be held in the Council Chamber at 10, Cambridge Road, Sandy, Bedfordshire on Monday 19 September 2016 commencing at 7.30pm.

Chris Robson
Town Clerk
10 Cambridge Road
Sandy, SG19 1JE
01767 681491
13 September 2016

A G E N D A

1 Apologies for absence

2 Declarations of interest

Under the Localism Act 2011 members of Council are not required to make oral declarations of interest at meetings but may not participate in discussion or voting on any items of business in which they have a Declarable Pecuniary Interest (DPI) and under Sandy Town Council's Standing Orders must leave the room for the duration of all discussion on such items. (All members' register of interests are available on the Sandy Town Council website or on application to the Clerk.)

*This item is included on the agenda to enable members to declare new DPIs and also **those who wish to do so** may draw attention to their stated DPIs and also any non-declarable personal interests which they have declared under Sandy Town Council's adopted Code of Conduct and which may be relevant to items on the agenda.*

- i) Disclosable Pecuniary Interests*
- ii) Non-disclosable Interests*
- iii) Dispensations*

3 Minutes of Previous Meeting

To consider the minutes of the Human Resources Committee held on Monday 6 June 2016 and to approve them as a correct record of proceedings.

Previously
circulated

4 Public Participation Session

Members of the public may ask questions or make representations to the committee about items of business which are on the agenda.

Sandy Town Council

5 Health and Safety/Accident Report

To note a report from the Town Clerk.

Appendix I

6 Training

i) To receive a report on staff training undertaken.

Appendix II

ii) To receive a draft Councillor training policy for review.

Appendix III

7 Council Reception and Information Point Open Hours

To receive a report from the Town Clerk on visitor numbers.

Appendix IV

8 Staffing Roles

To receive a report from the Town Clerk on roles and management of work.

Appendix V

9 Chairman's Items

10 Date of Next meeting: 12 December 2016

11 COMMITTEE IN PRIVATE SESSION

RECOMMENDED In terms of Schedule 12a of the Local Government Act 1972, the following items will be likely to disclose exempt information relating to establishment and contractual matters and it is, therefore, RECOMMENDED that pursuant to the provisions of the Public Bodies (admissions to Meetings) Act 1960 the public and press be excluded.

12 Ongoing Staffing Matters

To receive a staffing report from the Town Clerk.

13 Management of Confidential Information

To receive a report from the Town Clerk on access to confidential information and its management.

AGENDA ITEM 5

SANDY TOWN COUNCIL

COMMITTEE: Human Resources

DATE: 19 September 2016

AUTHOR: Town Clerk

SUBJECT: Health and Safety/Accident Report

The following accidents have been recorded since the last meeting of the committee;

Date	IP	Nature of Injury	Nature of Accident	RIDDOR Y/N	Actions
9 / 9 / 2016	Administrator	Cut & Swollen Foot	Dropped item on foot when carrying large brown bins into Chamber for storage	N	Cleaned and wet compress applied

SANDY TOWN COUNCIL

COMMITTEE: Human Resources

DATE: 19 September 2016

AUTHOR: Town Clerk

SUBJECT: Training

The following training has been completed by Staff since the last meeting;

Date	Training	Participants	Cost
28/06/16	Play Area Management	Richard Loake	£170
28/07/16	Manual Handling Training	All administration and grounds team employees	£445

The following training is due to be undertaken by staff;

Date	Training	Participants	Cost
15/09/16	Planning Training	Anne Elliott-Flockhart	£25

Upcoming Additional Training

Where appropriate the Town Clerk would like administration staff to complete SLCC sector specific training covering the administrative working of Local Councils. Registration to the Course within the next two months. 12 months in which to complete the course.

Introduction to Local Council Administration	<p>This is a level 2 online sector specific learning tool to support council officers in England and Wales in their roles. The aim of the course is to provide a more in depth overview to the work of a local council, the clerk, its councillors and administrative team.</p> <p>There are 5 modules with accompanying tests. Certification is awarded on successful completion of the modules.</p> <p>Modules; Core Roles, Law & Procedure, Finance, Management, Community</p>	£99 per delegate
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CILCA

The Town Clerk is in the process of making amendments to a CilCA submission and it is hoped this will be completed within the next two months.

SANDY TOWN COUNCIL

COMMITTEE: Human Resources
DATE: 19 September 2016
AUTHOR: Town Clerk
SUBJECT: Councillor Training Policy

At the last meeting of the Human Resources committee the Town Clerk was asked to draft a policy to guide Councillor training, for both new and existing Councillors.

A training Statement of Intent was approved by Sandy Town Council in 2009 and later reviewed in 2014. The Statement of Intent is detailed below for Members information. The statement identifies new councillors training but is limited in its guidance.

A draft policy on Councillor training follows the Statement of Intent for Members review.

Training Statement of Intent

1. Commitment to training	<p>Sandy Town Council is committed to maintaining the standards expected of a Quality Council through identifying appropriate training needs and providing sufficient resources for its provision.</p> <p>The Town Council accepts that training is vital to its development and is not only necessary for its staff but also for its Members.</p> <p>Training will:</p> <ul style="list-style-type: none"> • Enhance the performance of both staff and Members • Widen skills and experience • Provide opportunities to network • Provide the skills to confront challenges • Encourage innovation • Raise the standards of the Town Council.
2. Training needs	<p>Training will initially focus on specific topics and areas of work relevant to local government and enhancing the professional skills of staff and Members.</p> <p>Methods to be used include:</p> <ul style="list-style-type: none"> • Formal training courses • Briefings and seminars • In house training and dissemination of information

	<ul style="list-style-type: none"> • Conferences, eg SLCC and NALC regional and national events
<p>3. Identifying training needs</p>	<p>Staff training needs will be identified through an annual appraisal. In addition the introduction of new equipment, the need for specialist knowledge or the implementation of new legislation may identify training needs.</p> <p>New Councillors will be expected to undergo training in the role they are undertaking, in the Code of Conduct and in the implementation of the Power of Wellbeing. Other training for Councillors will be identified as appropriate.</p>
<p>4. Resourcing Training</p>	<p>Sufficient funds for training will be budgeted during the estimates process each year and will include travel and subsistence expenses if necessary.</p> <p>There will also be an allocation for the purchase of publications and manuals.</p>
<p>5. Measuring the Impact of Trained Staff and Members</p>	<p>The impact of training will be measured through the Council's service delivery. Well trained Members and staff will see the benefits through its successes such as:</p> <ul style="list-style-type: none"> • Well run Council meetings • Professional and relevant responses to planning applications • Well documented policies and reports • Well managed projects • Well managed finances • Well maintained grounds and properties • Heightened awareness of Health and Safety issues • Professional conduct of staff and Members • Qualification for the use of the Power of Wellbeing • Maintaining Quality Council status

Sandy Town Council Councillor Training Policy

Responsibilities

Sandy Town Council takes seriously its responsibility to ensure that adequate and appropriate training is made available to its Members and an annual budget is agreed as part of the precept setting to cover such training.

Training Solutions

Sandy Town Council will demonstrate a commitment to on-going training and development through use of blended training solutions to suit the needs of Councillors. These solutions may include;

- In-house training events delivered by the Clerk, Councillors or external support;
- External courses offered by the Bedfordshire County Association of Local Councils, Society of Local Council Clerks, Central Bedfordshire Council and other external bodies;
- E-learning solutions and training DVD's with access being made available in the Council offices;
- Conferences and Seminars;
- Information sharing meetings with other town councils, local authorities, partners and stakeholders.

Identifying Training Needs

Members training needs will be assessed by the Human Resources committee who will advise on suitable training. A programme of available training will be presented to the Human Resources committee each quarter to help guide the training process.

Specific Training Needs

New Councillors

As soon as practicable after joining the Council, a councillor should attend an induction training session with the Town Clerk to familiarise him or herself with the general work of the town council and the council's procedures. In an election year this will be conducted as a group session before the first meeting of council is held. This will include a briefing on the code of conduct, standing orders and financial regulations.

New Members should also attend a BATPC run 'New Councillor Induction Training' course within six months of appointment.

Following an election re-elected Members should attend a BATPC run 'Councillor Refresher Course' within 6 months of appointment.

Chairman

All Members appointed as chairman or vice chairman will be expected to attend a chairmanship training course within 6 months of their appointment (*If they have not previously completed the training*).

There are three courses for Chairmanship training and it is expected that a Chairman will complete all three sessions covering; Chairing a meeting, Professional conduct and Handling the public and media.

The Chairman of the Policy, Finance and Resources Committee should attend a BATPC run 'Financial Management for Councillors' training session within 6 months of appointment as Chairman. *(If not previously completed)*

Committee Members

Any Member of the Policy, Finance and Resources committee should be given the opportunity to attend the BATPC run 'Financial Management for Councillors' training.

Any Member of the Clerks Management Committee should be given the opportunity to attend the BATPC run 'Staff Appraisal' training.

Members of the HR committee will be advised of other training opportunities that will be suitable for Members on a quarterly basis so as to advise Members of upcoming training.

All Members will be notified about upcoming seminars and parish conferences.

Evaluation

All attendees on training courses will be required to provide a review of training undertaken and share any reports or evaluations that are completed.

Review

Sandy Town Council will review this training policy through its Policy, Finance and Resources committee every two years.

AGENDA ITEM 7

SANDY TOWN COUNCIL

COMMITTEE: Human Resources

DATE: 19 September 2016

AUTHOR: Town Clerk

SUBJECT: Council Reception and Information Point

The following report is for Members information. The office has continued to monitor the number of visitors the information point has received since the last Human Resources meeting. Due to the different length of times in between meetings they are not like for like timescale matches. However, the first two periods could be added together so provide a comparison of 17 and 15 weeks.

Period	01/02/16 – 11/03/16 (6 Weeks)	14/03/16 - 27/05/16 (11 Weeks)	Combined 17 week comparison	30/05/16 - 09/09/16 (15 Weeks)	All Periods
Total Number of Visitors in Period	508	894	1,402	723	2,125
Number of visitors 9am-2pm	503	706	1,209	586	1,806
Number of visitors 2pm-4pm	5	188	193	137	319

Points to Note;

- The overall visitor figures over the most recent period have dropped and if the recent 15 weeks is compared to the preceding 17 week period it is significantly lower. It had been anticipated that numbers would increase over the summer holidays however this does not appear to have been the case.

APPENDIX IV

The following table details visitors by query category;

Period: 01/02/16 – 11/03/16			Period: 14/03/16 – 28/03/16			Period: 30/05/16 – 09/09/16		
Query	No.	%	Query	No.	%	Query	No.	%
Local Information (Inc. Attractions, Bus times etc.)	260	51.2	Local Information (Inc. Attractions, Bus times etc.)	490	54.8	Local Information (Inc. Attractions, Bus times etc.)	410	56.7
Collection of CBC Waste Bags	96	18.9	Collection of CBC Waste Bags	169	18.9	Collection of CBC Waste Bags	171	23.6
CBC Queries	53	10.4	CBC Queries	48	5.4	CBC Queries	50	6.9
STC Walks	34	6.7	STC Walks	45	5.0	STC Walks	23	3.2
Other (STC Related)	29	5.7	Other (STC Related)	54	6.0	Other (STC Related)	33	4.6
Booking Saffords Trips	26	5.1	Booking Saffords Trips	63	7.1	Booking Saffords Trips	31	4.3
Outside Organisation Queries	5	1.0	Outside Organisation Queries	4	0.5	Outside Organisation Queries	1	0.1
STC Talks	3	0.6	STC Talks	20	2.2	STC Talks	3	0.5
Street Lights	2	0.4	Street Lights	1	0.1	Street Lights	1	0.1
Total	508		Total	894		Total	723	

Points to Note

- The 'Other Queries' category includes fishing licences which is responsible for a rise in queries in the second period. In the most recent period it includes concerns about dangerous driving and HGV movement.
- Street light queries remain low, most people with a query linked to street lights phone the office, or go directly to CBC.
- STC Talks are higher in the second period due to the number of talks been held at this time. There is an upcoming talk in October which accounts for the 3 queries in the most recent period.
- Local information, such as tourist sites, cycling routes, local events, information about Sandy and its services, bus timetables etc remains the largest query received by the information point. In contrast phone queries are far less likely to be related to local information.
- During the third period more of the local information queries were about wider Bedfordshire based attractions, rather than Sandy based queries.

APPENDIX IV

The table to the left details the total visitors per day during the most recent two periods.

Points to Note;

- During the second period 8 visitors' queries were dealt with on a Tuesday or Thursday when the Council is closed to the public. These visitors have mainly required waste bags and bus time information.
- While there is no major difference between the numbers over the three days the busiest day over the combined period is a Wednesday.

	Monday	Wednesday	Friday	Total
14 March 2016	56	53	14	123
21 March 2016	22	27	Closed	49
28 March 2016	Closed	23	28	51
4 April 2016	14	6	16	36
11 April 2016	28	31	54	113
18 April 2016	27	42	29	98
25 April 2016	49	28	32	109
2 May 2016	Closed	34	21	55
9 May 2016	28	33	13	74
16 May 2016	22	24	20	66
23 May 2016	49	44	27	120
Total	295	345	254	894
30 April 2016	Closed	37	38	75
6 June 2016	24	21	22	67
13 June 2016	18	18	14	50
20 June 2016	16	15	14	45
27 June 2016	12	17	18	47
4 July 2016	20	25	14	59
11 July 2016	17	15	14	46
18 July 2016	11	35	12	58
25 July 2016	14	14	15	43
1 August 2016	10	14	12	36
8 August 2016	22	13	21	56
15 August 2016	9	10	8	27
22 August 2016	15	12	19	46
30 August 2016	Closed	7	9	16
9 September 2016	15	22	7	44
Total	205	277	237	719
Combined Total	500	622	491	1,613

CBC related queries over the most recent period (Includes visitors to Information Point only, not calls received)	
Grass cutting complaints, including grass verges, open spaces and lack & quality of work	10
Complaints about car parking on verges/highway land	6
Overgrown hedge rows often resulting in narrow pavement which is hard to pass by on	4
Fly tipping – various areas around Sandy (STC cleaned up where possible)	4
Dog waste and waste bins not emptied	3
Overgrown trees affecting properties (STC checked ownership prior to contacting CBC)	3
Complaints on residents bin collections	3
Bottle Bank overflowing	3
Highways matters – potholes/road conditions/signage	3
Complaints about weeds around town on CBC owned areas	3
Overgrown trees which are over hanging roads in need of attention	2
CBC related planning matters (Enforcement and lack of response)	2
Complaint on work to concrete base of CBC bin as possibly substandard	1
Flooding of drainage outside properties and lack of response/action	1
Weeds on pavement outside front garden	1
Advice on maintenance of garden which elderly residents are unable to maintain	1

Total Query Types Across all Periods		
Query	No.	%
Local Information (Inc. Attractions, Bus times etc.)	1,160	54.6
Collection of CBC Waste Bags	436	20.5
CBC Queries	151	7.1
Other (STC Related)	116	5.5
Booking Saffords Trips	120	5.6
STC Walks	102	4.8
STC Talks	26	1.2
Outside Organisation Queries	10	0.5
Street Lights	4	0.2
Total	2,125	

SANDY TOWN COUNCIL**COMMITTEE: Human Resources****DATE: 19 September 2016****AUTHOR: Town Clerk****SUBJECT: Staffing****Summary**

At a meeting of the Human Resources committee on 6 June 2016 the Chairman raised the matter of managing active projects and how to ensure items are moved forward. Members discussed the matter and considered that various items may be overshadowed by larger projects, such as the Community Plan and reacting to CBC's Local Plan. Members queried whether staff roles would need to change or if additional hours may be required.

Information

While the Town Council Office is busy and working on current priorities every day, including the production of agendas and minutes, much of this is reactive to the issue of the moment. Longer term projects and underlying administration may risk falling behind due to the large amount of short term work which arises. The office has considered resources and how this may be addressed and the introduction of a dedicated Committee Clerk role with agreed fixed hours, who could also assist with daily admin tasks, such as reception coverage, could free up administrative time to focus on long term progress.

Since the departure of the temporary meeting Clerk the agendas have been managed by the Town Clerk and Administration Team Leader, with checking, copying and editing done by any administration team member who is available. Minutes have been completed by the Clerk or administration team member that was present at the meeting. Reports for agendas have been written by the clerk, however more reports are now being written by administration team members where appropriate.

Agenda's and minutes take up a large amount of time each week for the Clerk and Admin Team Leader, with agenda preparation beginning on Thursday and report completion on Fridays and Mondays prior to the agenda going out on a Tuesday. Tuesdays are then spent reacting to actions from the previous night's meeting and beginning minutes. Depending on the level of workload there are occasions when minutes may not be started until later. Time spent to complete minutes varies depending on the content of each meeting.

With the on-going projects to be completed and the potential of other projects, such as the community plan, beginning to build up it is my concern that these could be overshadowed by daily administration and reaction to short term priorities.

Report writing shall continue to be expanded to administration team members where appropriate alongside other administrative duties, the Clerk and Admin Team Leader should now focus on the progression of long term projects, freeing up time from agendas and minutes could allow the Clerk more time and free officers time to assist the Clerk in specific delegated projects.

Recommendation

That the committee consider the merits of factoring in additional hours for a committee clerk and that the Clerk looks to establish exact costs and include this in precept and budgeting calculations for further consideration by Council.